

LEICESTERSHIRE  
*together*

# SOCIAL CAPITAL & STRONGER COMMUNITIES IN LEICESTERSHIRE



Commissioned by the Stronger Communities Board of Leicestershire Together

INITIAL REPORT (FINAL DRAFT) - JANUARY 2010

The work on which this report is based was commissioned by The Stronger Communities Board of Leicestershire Together.

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## Foreword

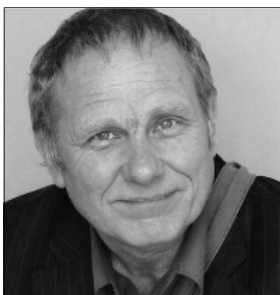
I hope you are excited and motivated by this project and report. It has been one of the most exciting things I have ever done and a great team effort.

This report, presented as the Second Edition, looks at the results of the 2009 Social Capital Survey, compares the results with 2006 and analyses the impact the interventions of the Stronger Communities Workers have made. The results of the surveys alone only show a partial picture, we have verified the statistics with the experience of the residents – those who carried out the surveys, those in local voluntary and community groups, those who live in the area. This work looks at communities as people not as customers. So much of the work of statutory partners is about service delivery and how it can be improved.

Surveys often ask what service providers can do for you. This survey was different. It asked people what do they do for themselves, what do they think of their community and how do neighbours get on with each other. I want to thank our statutory partners for their patience in waiting for these results and the analysis. I now invite them to engage with this work in taking it forward and asking some important questions. For instance – how does it affect your delivery of services in an area if you know that there is low levels of trust and little sense of belonging, or the opposite? It is a different way of seeing things.

I would like to thank Local Area Agreement partners for trusting the Voluntary and Community Sector to deliver the Stronger Communities theme over the last three years and for their support. In particular Nicole Rickard, the Head of the Policy Team at Leicestershire County Council, who supported me as Lead Officer. I would also like to include Lynn Aisbett, who represents District Councils on the Stronger Communities Board, for her encouragement, Neil Lambert of Voluntary Action Charnwood, who chairs and leads the Board so ably and Joanna Bettles who held so much of it all together as Administrator and filled in all the quarterly forms.

The team listed on the front cover have been so important to this project and a unique collaboration. Thilo's expertise meant it could all happen, and with Alex and Sharon, have made the results understandable. As the project moves into a new phase in LAA2 I wish my successor as Lead, Rajo Saira, and her team at Voluntary Action Leicestershire every success.



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## Introduction

### The Start of the Process

In April 2005 the Voluntary and Community Sector were invited to put a representative on the LAA Steering Group, which met with a blank piece of paper and pages and pages of Government guidance. The relationship between the County Council, who were leading on the LAA, and the VCS is very good mainly due to a Compact signed two years earlier, which both sides take seriously. The four blocks of the LAA (Children and Young People; Healthier Communities and Older People; Safer and Stronger Communities; Economic Development) were divided into seven themes. The VCS offered to lead on Stronger Communities, which was accepted.

The process began of identifying existing government funding that came into each theme. There was none for Stronger Communities, so to achieve something worthwhile a new project had to be developed. The VCS suggested “Measuring and Enhancing Social Capital” in 20 communities across the County, and this was agreed. The Defra Social and Community Programme was also added to Stronger Communities.

The Centre for Social Action at De Montfort University in Leicester (<http://www.dmu.ac.uk/dmuca>) was approached by CVS Community Partnership to support the work by training local volunteers to train community members in peer research and to assist with the theoretical framework and the analysis of the data.

### Aims

Overall the aims of this work were:

- To inform and support the implementation and development of the Stronger Communities Theme through the participative development of a social capital questionnaire based on existing and new indicators.
- To train local volunteers to become trainers of community researchers
- To carry out the survey in 20 lower super output areas of Leicestershire
- To actively encourage activities that enhance Social Capital in the 20 areas

## Context

### What is the Local Area Agreement (LAA)?

LAAs are described by Government as 'the cornerstone of the new relationship between central and local government'. An LAA is a three-year agreement that contains targets for improving services and quality of life for local people. The agreement is made between Central Government (represented by the Government Office (GOEM)), and a county or unitary authority area represented by the principal local authority, (the County Council acting as the 'Accountable body') and other key partners (through the Local Strategic Partnership (Leicestershire Together)).

LAAs are a means by which Leicestershire Together Partners achieve key local and national priorities. They identify outcomes that need to be achieved and measurable target(s) so that it is clear if the outcome has been achieved. They allow money to be used flexibly within four blocks to achieve the agreed targets, without having to consider the precise source of the funding. In theory the LAA allows for the streamlining, simplification and integration of performance management arrangements into one overall framework.

Nationally LAAs are grouped round 4 blocks:

- Children and young people
- Safer and stronger communities
- Healthier communities and older people
- Cleaner, greener communities and economic development and enterprise

In Leicestershire some of these blocks have been separated, so apart from the Children and Young People block each of the others has been split into two, giving seven blocks in the County:

- Older people
- Healthier communities
- Children and young people
- Safer communities
- Stronger communities
- Cleaner and greener
- Economic development and enterprise

The first Leicestershire LAA covered the period from April 2006 to March 2009 (the full LAA and related documents can be viewed at [www.leicestershiretogether.org](http://www.leicestershiretogether.org)).



## The Stronger Communities Theme

### Outcomes and Targets

The Stronger Block had a total of 4 outcomes and 20 targets. The outcomes are:

1. To empower local people to have a greater voice and influence over local decision making and the delivery of services (7 targets)
2. Local people have a sense of community spirit and are supported in community activities to bring people together (5 targets)
3. Equality of access to services for everyone (1 target)
4. Vital and thriving market town and village centres, which act as "hubs" for surrounding communities (7 targets)

Of 20 targets, 10 are measured through the social capital survey in 20 priority neighbourhoods. This survey measures the perception of residents in relation to some key aspects of social capital. While not necessarily unique the survey is an innovative development which will allow effective measurement of what makes a community stronger. It was repeated in 2009.

The work was funded by LAA Pump-priming money. As there was no other Stronger Communities funding coming into Leicestershire this was key to making the process happening. Initially the VCS took the lead on Stronger Communities using their existing resources, but the pump-priming money enables extra resources to be put into infrastructure bodies and local VCS groups in years one and three and some coordination work for all three years. However if the sector was to contribute fully to the process extra resources over five years was required so a budget has been drawn up and applications to the Big Lottery BASIS fund and Capacity Builders were written. The Capacity Builders bid was successful, but the Lottery bid was not. Leicestershire County Council then underwrote the rest of the necessary funding. North West Leicestershire Council for Voluntary Service contributed the time of their Chief Executive to lead the project.

## Stronger Communities Board

Each theme of the Local Area Agreement has a board overseeing the work. Because the Voluntary and Community Sector was given the lead an existing board of CVS Community Partnership (CCP), called the Infrastructure Board, was augmented by representatives of partners to fulfil this role. It was then launched as a separate body, although still serviced by CCP.

Membership consisted of:

- 1 County Councillor and 2 County Council Officers
- 7 Councils for Voluntary Service (also represent their respective LSPs)
- A District Council Chief Executive (representing District Councils)
- CCP Health and Social Care
- Faith communities
- Government Office for the East Midlands (GOEM)
- Leicestershire and Rutland Association of Parish and Local Councils
- Leicestershire and Rutland Primary Care Trust
- Leicestershire and Rutland Rural Community Council
- Leicestershire Council for Voluntary Youth Service
- Leicestershire Ethnic Minority Partnership
- The Police

## Social Capital - An Overview

*The concept of social capital is being used in all sorts of arenas without much clarity about its meaning or implications for community development. Most definitions revolve around the notion of “social networks, the reciprocities that arise from them, and the value of these for achieving mutual goals”*

(Baron, Field and Schuller, 2001:1).

### What is it?

People engage with others through a variety of associations forming many different types of networks. Sometimes each of these networks has different sets of norms, trust and reciprocity. Social networks are not only important in terms of emotional support but also crucial in giving people more opportunities, choice and power (Boeck, Fleming and Kemshall, 2006). However there can be significant differences between the types of networks people have, not only in quantity but also in quality. The concept of social capital can encapsulate these differences.

Bonding social capital resides in family and friendship relationships and peer groups that provide a sense of belonging in the here and now. Bridging social capital is, as it sounds, about creating links with people outside our immediate circles. These networks can be very important for broadening our opportunities and horizons. Bonding social capital is good for ‘getting by’ but bridging networks are crucial for ‘getting ahead’. (Field, 2003; Putnam, 2000). Linking social capital is about access to influential others and power structures. (Woolcock, 2001). Within this activity lies the notion of reciprocity, that if you give something to others, quite often you will have some expectation that this kindness will be returned at some point in your life. In networks where reciprocity is strong, people care for each other’s interests and people will trust each other and feel safe.

Trust is closely linked to reciprocity (Fukuyama, 2001). However, trust can be very complex. Feelings of trust and safety can be very personal and will vary within and between people and neighbourhoods. Trust also is about taking social risks; people need to feel confident that others will respond as expected and will act in mutually supportive ways, or at least that others do not intend harm.

One of the strengths of ‘social capital’ is that it has the potential to look at the positive aspects in the community as well as what might be lacking (Boeck; McCulloch and Ward, 2001). However, social capital can be misused to blame people and communities. Therefore it is important to embrace the diversity existing within the groups and communities. This refers to gender, race, culture, religion, sexuality, ability and age amongst others and includes different lifestyles and preferences. In order for social capital to flourish it needs groups and communities to be outward looking and to be able to engage in the wider society.

Thus:

There are different types of social capital which are important in different situations, or moments in our life. These types are shaped through:

- The types of networks (similar or diverse, outward or inward looking)
- Specific and shared norms and values
- The type of community (location, interest, identity, faith, etc.)
- Power and economic resources

Social capital can be seen as a “social resource” and as the “glue of society” As a social resource social capital can give access to opportunities, education and the labour market and can lead to collective efficacy (Bourdieu, 1986). For many people it is the attachment and sense of belonging to a certain place which gives them a sense of security and safety. However, the range of networks people have can vary from very restricted to very diverse which might have direct implications on the ability for people to perceive and negotiate social and place mobility. The need for diverse and wider ranging networks, a sense of belonging to a wider locale, and a focused and active outlook in life is well recognised. This is not just about the ‘size and density’ of the network, it is also about the resources that the network brings (Halpern, 2005).

Putnam’s (2000) notion of social capital as a community asset emphasises civic engagement as in membership in local non-governmental organisations. Norms of reciprocity and trust among community members seem to focus on the maintenance of the social system, specifically cohesion and social order and thus aim for integration into society. This perspective places stress on social capital as the ‘glue’ of society. Thus SC is seen as a means of producing a healthy, economically stable and cohesive community.

### **A Note of Caution**

Both perspectives have much to contribute but also might lead to further stigmatising communities. Referring to social capital as the glue which holds the society together might further stigmatise some communities labelling them as ‘anti social’ or ‘a nuisance’ if they do not conform to certain types of social capital. A careful exploration of people’s own perspectives of values, norms and views of society is needed.

Without an emphasis on power and the recognition of inequalities the social capital discourse will contribute to blind members of society to the contradictions and conflicts of interest which are built into their relationships. As a result they might accept their situation as normal and natural, right and proper. Thus the social capital discourse would distort the true nature of society and would serve to legitimate and justify the status quo. Evers (2003:15) says that social capital has not yet been ‘linked systematically with the topics of power and inequalities; sometimes it even seems to divert our attention from their impact.’ De Fillipas (2001:78 1) writes that social capital is a ‘flawed concept because it fails to understand the issue of power in the productions of communities and because it is divorced from economic capital.’ In order to overcome some of these shortfalls it is essential to insert within the social

capital framework aspects of power and most importantly power imbalances, between and within communities (Erben et al, 2000).

Another aspect which has to be considered is that, in principle, strong ties within a community can be accompanied by the tendency to discriminate and exclude those people who do not belong to that community (Narayan, 1999 p. 8). The issue of a strong social cohesion within a community which itself is exclusive has led to the question “Can social cohesion be a threat to social cohesion?” (Jenson, 1998: p. 4) and to the conclusion “that inclusion could also mean exclusion” (Bernard, 1999: p.18).

Thus we highlight the importance of considering both dimensions -the resource and glue- in order to get a comprehensive picture of the social capital in a neighbourhood.

## Social Capital & 'Stronger Communities'

If community and voluntary organisations seek to enhance social capital in communities it is important that they have a clear idea of the nature of the communities in which they work and have a clear understanding of the resources that exist within them. Social capital can be used as framework for development work. It can be used proactively to inform how projects are developed and how people, community members or professionals, work in communities. If we accept that social capital is a useful framework then it can be much more than an assessment tool. The understanding of community dynamics in terms of social capital can contribute to the enhancement of community relations, community cohesion and generally making communities stronger.

There is a danger, in using the concept of social capital , of assuming that all people are equal stakeholders in a society where all have equal access to all the resources needed for mutual collaboration. It is a mistake to think that all people will benefit from the collaboration, clearly this is not so and it is only through working in close partnership with the people in the communities that the maximum benefit can be achieved.

It is the task of workers and community activists to create an environment in which all the component parts can contribute to the whole and balance each other while creating a better quality of life and stronger communities

## Methodology

### Introduction

The work was based on an approach to practice, training and research which starts from the issues, ideas and understanding of local residents, rather than from a professional's definition of their needs. A key responsibility of practitioners, academics and researchers is to facilitate a process of learning, development and change. This involves specific skills and knowledge, which are not the province of any one group or profession, but should be available and accessible to all.

By adopting an approach aimed at empowerment, learning, development and change, the process of measuring and exploring Social Capital should not only aim to create valuable information and findings but to be central in creating or helping to create new opportunities for participation for local people. This approach is strengthened if the researchers are themselves residents from the neighbourhood being researched. They are the 'experts' of their own neighbourhood.

In this way community research is compatible with the desire to break the vicious circle of exclusion and disenfranchisement by actively including and supporting the local community in focusing, prioritising and developing programmes for community-based sustainable regeneration.

The Social Capital Survey in Leicestershire was modelled on work carried out by the Centre for Social Action at De Montfort University.

For more information, please visit: <http://www.dmu.ac.uk/dmucs>

## The Process

### Introduction

The first stage was to identify three communities in each district. The seven District Local Strategic Partnerships did this and a list appears later. In each area it was hoped to recruit 20 volunteers to undertake a door-to-door survey interviewing 10% of the adult population. Also it was hoped for two people to be trained as trainers for each area.

Organisations based in or serving each of the 20 areas were invited to meetings in their community in February 2006 to explain the scheme and encourage the recruitment of the volunteers. This group of groups, consisting of Voluntary and Community Groups, Faith Groups, school governing bodies and parish councils, in each community will be known as the Local Development Group (LDG). The initial response was not good in most areas and had to be developed over time. The results of the survey should help entice them to future meetings.

As the second survey was to take place in February 2009 the process was repeated in Autumn 2008 to recruit trainers and then volunteer interviewers.

### The Interviewers

Wherever possible, interviews were carried out by local volunteers. Local Councils for Voluntary Service (CVSs) requested volunteers to carry out a survey in their local area. A list of organisations providing volunteers in 2006 is shown in Table 1a and in 2009 in Table 1b.

In 2006 a total of 30 representatives from each CVS attended a 'train the trainer' session run by the Centre for Social Action at De Montfort University. This involved two separate days training covering both the theoretical background to social capital and guidance on conducting surveys. For attending these training sessions a financial donation was made to the voluntary organisation they represented. Those trained at the Centre for Social Action then cascaded this training down to individual volunteers recruited in each area.

In 2009 the same training was held 15 people from 12 organisations attended. Some of these were the Stronger Communities Workers who then trained volunteers in more than one community.

### The Interviews

In 2006 eight of the twenty areas volunteers could not be recruited so MORI was engaged to undertake the surveys. However in the other twelve, volunteers from a variety of organisations have been trained and surveyed house to house. By the end, with a voluntary organisation receiving £100 for each volunteer provided, around £20,000 went into the funds of these organisations.

In 2009 in only two areas were MORI used to survey the whole neighbourhood,



although they did parts of three other areas.

After each survey local people were invited to meetings to receive and interpret the results from the survey

**Table I - Organisations involved in 2006 survey**

Age Concern Leicestershire	Mercentfeld School PTA
Al-Hera Youth Group	Mosaic.
Blaby CVS	Oadby Baptist Church
Castle Donington Bowls Club	Oadby St Peters District Guides
Charnwood CVS	Oadby United Reformed Church
Christian Aid	RAGE (Residents Action Group Egerton)
CRFC Mini Tour	Riverview Tenants & Residents Assoc
DEBRA	R & R Care, Loughborough
Groby Junior Football Club	Sevak Samaj
Hanover at Home	Sharnford C of E Primary School PTA
Harborough & District Mind	Sharnford Golden Jubilee Committee
Hastings Community Association	Sharnford Pre-School Playgroup
Helping Hands Community Trust	South Leicestershire CVS
Hemington School	St Edwards Church
Kings Church, Loughborough	VISTA
Markfield Community Centre Junior YC	Voluntary Action Hinckley & Bosworth
MCA Summer Programme	Voluntary Action Melton
1st Markfield Scout Group	Voluntary Action for Oadby & Wigston
Markfield Community Centre Junior YC	Whetstone Baptist Church
Markfield Colts Football Club	Whetstone United Reformed Church
Markfield Community Association	Wigston United Reform Church
Measham Methodist Church	Wymondham WI
Melton Vineyard	Wymondham & Edmonthorpe Civic Soc
Melton Young Singles Trust	

**Table 2 - Organisations involved in 2009 survey**

BAPS	National Autistic Society
Blaby & Whetstone Football Club	Oadby & Wigston Police NAG
Blaby LPU Crime & Disorder AG	Oasis
CAN (Change Ashby Now)	Peggs Community Group
Cancer Research	Pilots afer-school
Choices	RAGE (Residents Action Group Egerton)
David Clarke Railway Trust	Rearsby Village Hall
Derbys, Leics Rutland Air Ambulance	Robins Fledglings
FOCC.	Sharnford PTA
Fleckney Allotment Association	Sharnford Traffic Action Group
Fleckney History Group	Singbirds Ladies Choir
Four Twelve Ministries	Songbird Survival
Good Companions Club	SPROUT
Harborough Churches Football Club	St Nicholas Church, Lockington & Hem.
Hastings Community Association	Syston Air Training Corps
Heather WI	TECC PTA
Kegworth Imps FC	The Howard League for Penal Reform
Leics. University Hospital Trust	The Lotus Club
Loughborough Mosque	The Melton Musical Theatre Company
Loughborough Students Action	Tilton & Halstead Parish Plan Group
Loughborough Town Centre Collective	Upper Wreake Methodist Church
Markfield Community Association	URC Wigston Magna
Market Harborough Gymnastic Club	Vista Lutterworth
Measham Bowls Club	Wigston Chess Club
Measham Methodist Church	Wigston Magna URC
Middle England Newts	Wreake Runners
NACC Leics & Rutland Area Group	Wycliffe Silvertops

## The Survey

### Introduction

The principal purpose of the social capital survey was to explore the level and types of social capital among the adult population resident in households within three communities types (deprived, rural and average) in each district.

The survey was conducted twice over the three-year period covered by the Leicestershire Local Area Agreement (LAA). The survey was conducted in the first year of the LAA (summer 2006) and then repeated sometime in the February 2009. Following analysis and reporting of the first survey the Voluntary Action in each district employed a worker to concentrate on the surveyed areas. The impact of this work is now being measured by comparing the results of the two surveys.

### Selecting the Areas

The decision was taken that it would be useful to identify three different types of area in each Local Authority District (LAD). The Local Strategic Partnership (LSP) responsible for each LAD was asked to select a location within their area which was (i) rural, (ii) deprived and (iii) average. The only exception to this was in Oadby & Wigston which do not have a rural area. Thus, 20 areas were identified across the seven LADs in Leicestershire. Each LSP used their own interpretation of what they considered to be 'rural', 'deprived' and 'average'. In most cases the national Indices of Multiple Deprivation (2004) were used to identify deprived areas. As such we are aware that the selection of the areas is never clear cut and a matter of subjective interpretation.

Each area chosen to be surveyed corresponded to a Lower Super Output Area (LSOA). This meant that other socio-economic information can be used for each area. An LSOA is an area of geography used in the 2001 Census. It contains on average around 1,500 people. LSOAs will be used in the next Census in 2011 and the Office for National Statistics (ONS) has made a commitment to use this geography wherever possible when they publish further statistical information.

Table 2 shows a list of the twenty priority areas chosen. It shows each area with the LSOA code, area name and type. Also included is the population of each LSOA, the target for a ten per cent sample and the number of respondents actually achieved in each area in both surveys.

It was decided that a ten per cent sample would provide a fairly robust representation of the local community. Given that the population figure includes all people, including around a quarter who are aged 0 to 18 years and not covered by this stage of the survey, this was an ambitious target to set.

**Table 3 – Twenty areas selected for the social capital survey**

Area LSOA	District	Area Description	Area Type	Sample Size (2004 data)				2009		2007	
				All People	10% of All People	10% of 18+	Number Surveyed	% Surveyed	Number Surveyed	% Surveyed	
1	E01025664	Blaby	Rural	1,280	128	101	110	109	153	152	
2	E01025666	Braunstone	Deprived	1,510	151	115	116	101	138	120	
3	E01025647	Whetstone	Average	1,480	148	117	139	119	88	76	
4	E01025699	Loughborough	Deprived	1,440	144	125	127	102	149	120	
5	E01025758	Syston	Average	1,430	143	110	119	108	101	92	
6	E01025760	Wolds	Rural	1,320	132	102	143	141	116	114	
7	E01025775	Primethorpe	Average	1,860	186	144	150	104	136	95	
8	E01025778	Fleckney	Deprived	1,850	185	139	154	111	129	93	
9	E01025815	Tilton on the Hill	Rural	1,910	191	153	156	102	109	71	
10	E01025844	Hinckley & Bosworth	Deprived	1,490	149	111	115	104	107	96	
11	E01025868	Hinckley & Bosworth	Average	1,430	143	116	128	110	199	172	
12	E01025882	Hinckley & Bosworth	Rural	1,610	161	127	137	108	105	83	
13	E01025886	Bottesford	Average	1,710	171	139	130	93	159	114	
14	E01025900	Melton	Deprived	1,510	151	110	113	103	156	142	
15	E01025912	Melton	Rural	1,510	151	121	125	104	100	83	
16	E01025925	North West Leicestershire	Rural	1,940	194	162	168	104	168	104	
17	E01025941	North West Leicestershire	Average	1,530	153	123	123	100	89	72	
18	E01025949	North West Leicestershire	Deprived	1,580	158	118	124	105	102	86	
19	E01025976	Oadby & Wigston	Deprived	1,280	128	104	113	109	107	103	
20	E01025992	Oadby & Wigston	Average	1,560	156	133	167	126	92	69	
<b>Total</b>				<b>31,230</b>	<b>3,123</b>	<b>2,467</b>	<b>2,657</b>	<b>108</b>	<b>2,503</b>	<b>101</b>	

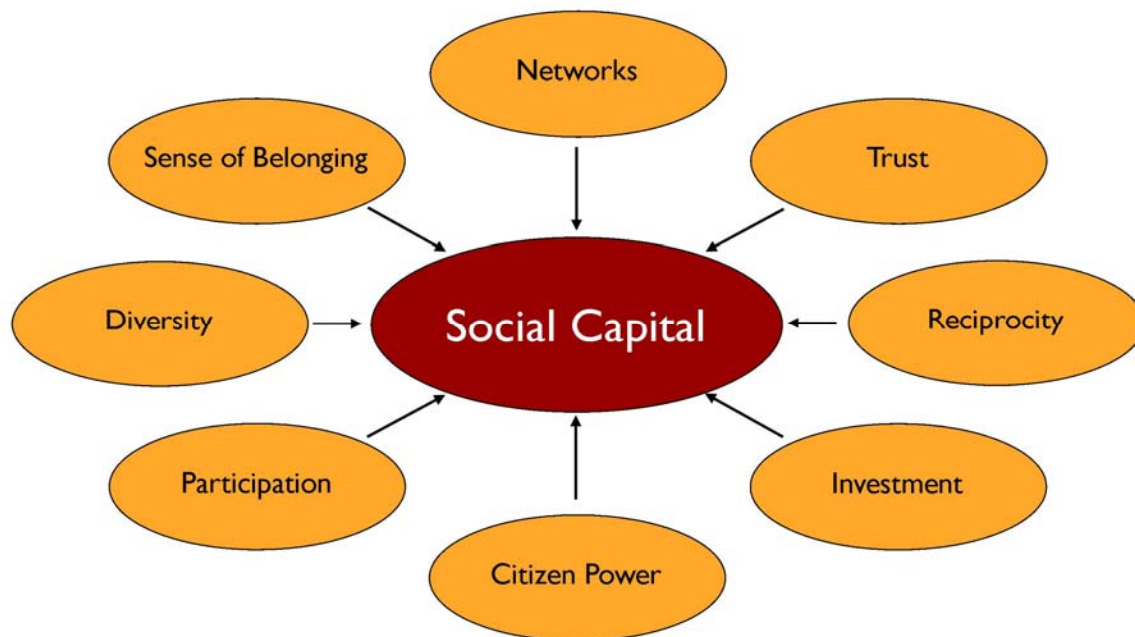
N.B. Figures for 2007 updated to include additional surveys added after report publication. Population figures are 2004-based population estimate. Available at: [http://www.leics.gov.uk/leicestershire\\_small\\_area\\_population\\_and\\_household\\_estimates\\_2001\\_to\\_2004.pdf](http://www.leics.gov.uk/leicestershire_small_area_population_and_household_estimates_2001_to_2004.pdf)

## The Framework

### Introduction

Through work with residents, young people, adult volunteers and practitioners and based upon existing research we have developed a multi-faceted framework of social capital for research, evaluation and practice (Boeck and Fleming, 2005) This framework contains the key features of social capital (e.g. participation in networks, trust, reciprocity and diversity (Onyx and Bullen, 2000: 89; Putnam, 2000: 16) and contains factors which were seen as related to social capital or which might influence the enhancement and development of social capital (i.e. sense of belonging, outlook in life and power (Morrow, 2002: 138). The framework has been used and adapted by a number of organisations to shape and inform their work with young people and communities.

### Social Capital Framework



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## Demographics

The demographic information of participants in the social capital survey is shown below. Generally the respondents to the survey were fairly similar to the general population of Leicestershire. The main area of difference was in the gender of the respondents with a higher proportion of responses from women.

In terms of age, whilst the percentage figures were different for the census 2001 and for respondents to the social capital survey, the order was the same. So for example, the largest age group was 60 to 74 year olds, followed by 30 to 44 year olds then 45 to 59 year olds. The main difference with regards to age was a higher number of those aged 75 years and older amongst those responding to the survey.

The ethnicity of the general population of Leicestershire (Census 2001) and respondents to the social capital survey are remarkably similar. The measure of disability is a slightly different measure for the survey than the one used in the census due to the way the corresponding questions were asked. Nonetheless it does provide some indication of a comparison.

**Table 4 - Key demographics of those who responded to the social capital survey compared to the general population of Leicestershire.**

		2001 Census	Social Capital Survey			
			2007	+/-	2009	+/-
Sex	Male	49.4	39.2	-10.2	39.2	-10.2
	Female	50.6	60.8	10.2	57.2	6.6
Age	18 - 24	12.5	6.7	-5.8	6.7	-5.8
	25 - 29	9.3	5.1	-4.2	6.1	-3.2
	30 - 44	23.4	22.4	-1.0	23.8	0.4
	45 - 59	19.4	22.7	3.3	23.7	4.3
	60 - 74	28.5	26.1	-2.4	25.0	-3.5
	75+	6.9	17.0	10.1	12.9	6.0
Ethnicity	White	94.7	96.0	1.3	90.8	-3.9
	Mixed	0.7	0.4	-0.3	1.8	1.1
	Asian or Asian British	3.7	3.3	-0.4	5.1	1.4
	Black or Black British	0.3	0.2	-0.1	0.6	0.3
	Chinese	0.4	0.0	-0.4	0.2	-0.2
	Other	0.2	0.0	-0.2	0.5	0.3
Disability	Self-declared*	15.5	12.4	-3.1	14.9	-0.6

Source: Census 2001 and Leicestershire Social Capital Surveys 2006 and 2009

Note: the figure for disability refers to those with 'a limiting long-term illness' in the census and in the Social Capital Survey refers to those respondents who stated that they 'considered themselves disabled'.

## The Questions

The development of the questionnaire was devised under a participative methodology. Using the questions from the previous survey, we facilitated discussion groups with volunteers (who would then train volunteers in the 20 areas) to evaluate the questions, refining some and removing or adding others.

The sessions gave participants the opportunity to debate the concept of social capital, consider the meaning of it within their personal lives and in their professional practice. The workshops created the space for the different projects to share their ideas. It was hoped that this approach would ensure that different stakeholders were involved in the process. Our discussions reflected the fact that social capital is a concept difficult to define and to measure. As there can be many definitions, so there can be many measurements. The main problem, either in defining or measuring the concept, is its multilevel and multidimensional nature.

We also discussed questions which have been used by national surveys in order to have comparable data sets. However, the participants of our workshops and meetings saw some of these questions as inappropriate. This was not only because of the sometimes difficult language but also because concerns were expressed that some questions do not reflect people's realities and might contribute to the stigmatisation of communities. After consideration we reached consensus about which questions to include and which to change or leave out.

The table overleaf sets out the questions used in both surveys, and - where applicable - in which other surveys they are used.

**Table 5 - questions used in 2007 and 2009 Social Capital Survey**

		Question Taken From	2007	2009
Sense of Belonging	Your neighbourhood		Yes	Yes
	This Local Authority District			
	Leicestershire			
	England			
	Great Britain			
	Other place outside GB			
Perception of Neighbourhood	Neighbourhood is a close, tight knit community	British Crime Survey	Yes	Yes
	Neighbourhood is a friendly place to live			
	Neighbourhood is a place where people look after each other			
	Most people who live in this neighbourhood trust one another			
	So overall, neighbourhood is a good place to live?			
Perception of Diversity	Your neighbourhood is a place where people from different backgrounds get on well together	Home Office Citizenship Survey	Yes	Yes
	I am happy to live amongst people of different lifestyles			No
Diversity of Networks	Outside of work, I like to mix with people who - same sex		Yes	No
	Outside of work, I like to mix with people who - same area			
	Outside of work, I like to mix with people who - same culture			
	Outside of work, I like to mix with people who - same religion/ faith			
	Outside of work, I like to mix with people who - similar age			
	Outside of work, I like to mix with people who - area diverse group			
Networks	Spoken to somebody outside household/ not work: on telephone	British Household Panel Survey	Yes	No
	Spoken to somebody outside household/ not work: via email			
	Spoken to somebody outside household/ not work: by visiting			
	Socialise with Neighbours	Home Office Citizenship survey		
	Socialise with Friends			
	Socialise with Family			
	Do you use the internet to			



		Question Taken From	2007	2009
Trust	Generally speaking, would you say that most people can be trusted?	Home Office Citizenship Survey	Yes	Yes
	People in your neighbourhood can be trusted?			
Investment	In the last 12 months, how many times have you given unpaid help: informal volunteering	ONS Social Capital Normalised Question Framework	Yes	Yes
	In the last 12 months, how often have you given unpaid help: formal volunteering			
	How important is it to you that you contribute to your community			
	Are you part of, or volunteer for, a local community group?		No	Yes
	If answered 'Yes', has being a volunteer or part of a group helped you in any of the following ways?			
Proactivity/ Participation	Contacted a local radio station, TV station or newspaper	ONS Social Capital Normalised Question Framework	Yes	Yes
	Contacted the appropriate organisation to deal with the problem, such as the council, PCT, police etc.			
	Contacted a local councillor or MP			
	Initiated local activities, a campaign or network			
	Attended a public meeting or neighbourhood forum to discuss local issues			
	Attended a tenants or local residents group			
	Attended a protest meeting or joined an action group			
	Helped organise a petition on a local issue			
	None of these			
	Thought about it but did not do anything			
	No local problems			
Power	You can influence decisions that affect your area on your own?	General Household Survey	Yes	Yes
	You can influence decisions that affect your area when working with others in the neighbourhood?			

**Table 5 - questions used in 2007 and 2009 Social Capital Survey (cont)**

		Question Taken From	2007	2009
Reciprocity	How likely is it that you could get help from your neighbour?		Yes	Yes
	Suppose you lost your purse/wallet containing your address would it be returned?	ONS Harmonised		
	In general, in what kind of neighbourhood would you say you live in?	British Crime Survey	Yes	No
Voting	In the last general election (national elections - 2005)		Yes	No
	In the last local elections			
Economy	Is the current economic climate having an effect on your neighbourhood?		No	Yes
	Generally speaking, as a result of the current economic climate, over the last 12 months, have you...			

## Findings

### Overall Results and Comparison of Areas

In this section we will explore the findings of each area of our Social Capital Framework. We will explore the quantitative (survey) and the qualitative (discussion groups and feedback from researchers) findings. This will give the reader a comprehensive picture and the context within which to interpret the data. Both sets of data – qualitative and quantitative – complement each other and should not be seen as separate.

The survey will provide us with an overview and some comparisons between the areas. However each of the areas has a story to tell. We have discovered that some areas might be classified as deprived, rural or average but within them there are pockets which are very different. This can not be captured by the survey but was explored through the discussion groups. One of our concerns was that in the comparisons between the areas some score lower than others. This might lead to make assumptions about the people living in the neighbourhoods and to stigmatise people. The survey is not a reflection on the individual living in an area. Feelings, attitudes and perceptions are formed and are responses of a complex interplay between different factors within neighbourhoods. These factors were explored within the discussion groups and it continues to be an ongoing process within the LAA. There are outside factors which all influence how people feel about their neighbourhood; such as breakdown between different groups and organisations, people moving into the area, policy decisions, inequality and deprivation. Whatever it is we need to find out to put it into the survey.

### Survey Findings

In most cases we recoded the variables to combine responses such as 'very good' and 'good' or 'likely' and 'very likely' and ran statistical tests on this group against 'the other' (all other responses).

We used Pearson Chi-Square test at 0.05 significance level to determine whether the relationship was real rather than due to chance. This is a measure of the strength of association between two categorical variables against the average response for each question. The standard residuals were then used to check the strength of the relationship between the two groups on responses, using the actual figures to interpret the results and the relationship.

### Interpreting the Results

The charts that appear in this section of the report simply indicate whether there has been a significant positive (up arrow) or negative (down arrow) trend or no trend (no arrow) between the two survey years. More detailed charts, which provide information on the individual responses to each question in terms of how they differ from the average -for each year are included in the appendix.

The charts summarise the findings for overall headline results for Leicestershire as a whole and each of the three main category types – rural, average and deprived.

The charts for intervention are included in the appendices only, as the analysis for intervention was a much more complicated process. Due to the split of area types within the different levels of intervention (rural areas typically had lower levels of intervention whilst deprived areas had higher levels) it was felt that adding the charts within the text would only complicate the picture. As a result, the intervention section is included on its own after the initial analysis around headline figures and area type.

### **Qualitative Findings**

The Social Capital survey was followed up with feedback and discussion groups. The aim of the focus groups was to explore issues in greater depth, identify problems and developing solutions from different perspectives.

Discussion groups were (and still are) being organised targeting all the researched areas. Despite the low attendance in the early ones held, so far lively discussions and some very interesting perspectives have emerged. The findings from these discussions are woven into this report.

## Sense of Belonging

Sense of belonging to groups or communities is important for the general wellbeing of everybody. In terms of social capital, place and neighbourhood can influence how or whether people are able to access the relationships that are so important to their sense of belonging. Whilst neighbourhoods are changing for many people networks which are based upon the immediate locale of the street, local park and home are characterised by a strong sense of belonging. However whilst these bonded networks can be safe and give a sense of security for one group, they can also create an environment in which other people feel excluded. Linked to the development of a dynamic and bridging social capital is the possibility of individuals having aspirations, and developing and engaging in practices which are outside of their safety zone.

### Change 2007-09

	Very Or Fairly Strongly	Year		Change 2007-09	Trend
		2007	2009		
	This Neighbourhood	78.7%	80.0%	1.3%	
	This Local Authority District	49.2%	47.6%	-1.6%	
How strongly do you feel you belong to each of the following?	Leicestershire	66.1%	65.4%	-0.6%	
	England	88.6%	86.7%	-1.9%	↓
	Great Britain	83.1%	78.7%	-4.4%	↓
	Other place outside GB	19.1%	19.8%	0.7%	

In 2009 the majority of respondents feel they belong very or fairly strongly at either a national level (England 87% and Great Britain 79%) or at the level of neighbourhood (80%).

Between 2007 and 2009, the sense of belonging to England and Great Britain have decreased significantly. The number of respondents who said that they felt strongly or very strongly to England fell by 1.9%, whilst the number of respondents stating that they felt strongly or very strongly to Great Britain fell by 4.4%.

## Split by Area Type

How strongly do you feel you belong to each of the following?	Average	Deprived	Rural
Your Neighbourhood		↑	
Your Local Authority			
Leicestershire			↓
England			
Great Britain	↓		
Other Place Outside GB			

Respondents in Rural areas share the strongest sense of belonging to their neighbourhood, yet the poorest sense of belonging to Leicestershire. Whereas respondents of Deprived areas show the strongest sense of belonging to Leicestershire.

Sense of belonging to their neighbourhood has increased in Deprived areas over the two year period bringing them in line with the average response of all areas. In Rural areas respondents share less of a sense of belonging to Leicestershire than in 2006 and there has been a downturn in sense of belonging to Great Britain in Average areas.

## Perception of the Neighbourhood

It is important how people view their communities and how they perceive others view them. Perceptions of communities are strongly linked to socio economic factors, and also to stereotypes of communities and their effect on everyday life. For the enhancement of social capital, communities may need to challenge their history and consider what community means to them and what contribution everyone can make to it.

In a neighbourhood that scores low in 'neighbourhood connections' local residents tend to know their neighbours but do not tend to rely on their help. This does not mean that the relationship with the immediate neighbours is always bad. The concern within a neighbourhood with low neighbourhood connections is that if the need arises, people do not feel they can rely on the neighbours (and vice-versa). For some people the neighbours are vital and they are groups or networks which support each other. If these do not exist people might feel very vulnerable or isolated.

### Change 2007-09

		Year		Change 2007-09	Trend
		2007	2009		
Your neighbourhood is a close, tight knit community.	Strongly Agree Or Agree	57.6%	60.0%	2.3%	
Your neighbourhood is a friendly place	Strongly Agree Or Agree	81.8%	83.3%	1.5%	
Your neighbourhood is a place where people look after each other	Strongly Agree Or Agree	66.1%	69.4%	3.3%	↑
Most people in this neighbourhood trust one another	Strongly Agree Or Agree	63.6%	65.8%	2.2%	
You often see strangers in this area. How much do you agree with this?	Strongly Agree Or Agree	38.0%	36.7%	-1.3%	
I would be happy asking certain local people to keep an eye on my house and property. How much do you agree with this?	Strongly Agree Or Agree	86.4%	85.2%	-1.2%	
The people who live in my neighbourhood can be relied upon to call police if someone is acting suspiciously. How much do you agree with this?	Strongly Agree Or Agree	79.8%	79.9%	0.0%	
So overall, what do you currently think of your neighbourhood as a place to live?	Very Good/ Good	78.20%	77.20%	-1%	

In 2009, 85.2% of respondents replied that they would be happy asking certain local people to keep an eye on their house and property, while 83.% thought that their neighbourhood was a friendly place. Although only 36.7% of people thought that they often saw strangers in the areas, almost 80% of those questioned thought that the people in their neighbourhood could be relied to call the police if someone was acting suspiciously.

Of the questions under the heading *Perception of Neighbourhood*, only the question relating to the neighbourhood being a place where people look after each other experienced any significant change, increasing by 3.3% overall.

## Split by Area Type

	Average	Deprived	Rural
Your neighbourhood is a close, tight knit community.			
Your neighbourhood is a friendly place			
Your neighbourhood is a place where people look after each other			↑
Most people in this neighbourhood trust one another			
You often see strangers in this area. How much do you agree with this?			
I would be happy asking certain local people to keep an eye on my house and property. How much do you agree with this?	↓	↑	↑
The people who live in my neighbourhood can be relied upon to call police if someone is acting suspiciously. How much do you agree with this?			
So overall, what do you currently think of your neighbourhood as a place to live?			

In general perceptions of neighbourhood are less positive in Deprived areas and more positive in Rural areas than the Average areas surveyed within the Social Capital survey.

Overall there has been little change over time in perception of neighbourhood. In Rural areas there has been an increase in the degree to which respondents believe their area is a place where people look after each other and whether they would be happy asking certain local people to keep an eye on their property, further reinforcing the generally positive view Rural respondents hold of their neighbourhood.

Respondents from Deprived areas also report an increased likelihood to trust certain people to keep an eye on their property, whereas the reverse is true of respondents from Average areas.



## Perception of Diversity

This aspect of social capital is also about how people perceive the diversity within their neighbourhoods and if residents feel that people from different backgrounds get on well together in their neighbourhood. It is important not to interpret this as if the residents do not want to mix with a diverse community! The results might highlight some of the perceived clashes and conflicts existing in the neighbourhood. The enhancement of social capital needs groups and communities to be outward looking and engage in the wider society.

To not is that residents referred to diversity in terms of gender, class, race, culture, religion, sexuality, ability and age amongst others and included also different lifestyles and preferences.

### Change 2007-09

		Year		Change 2007-09	Trend
		2007	2009		
"Your neighbourhood is a place where people from different backgrounds get on well together". To what extent do you agree or disagree with that statement?	Definitely Or Tend To Agree	61.9%	59.6%	-2.3%	

In 2009, almost 60% of those people surveyed thought that their neighbourhood was a place where people from different backgrounds got on well together. This question experienced no significant change between 2007 and 2009.

### Split by Area Type

	Average	Deprived	Rural
"Your neighbourhood is a place where people from different backgrounds get on well together". To what extent do you agree or disagree with that statement?			↓

Perception of Diversity is strongly influenced by respondents' area type, with respondents from Deprived areas holding less positive views and respondents from Rural areas holding more positive views than average.

There has been a downward trend over time in Rural areas but the overall level of perception of diversity remains positive in comparison to other area types.

## Trust

Trust is about people feeling confident that others will respond as expected and will act in mutually supportive ways, or at least that others do not intend harm. Feelings of trust relate to the way people interact with each other, the ability to leave a place without fear and therefore participate in social, political and economic activities. Trust and safety are closely linked. However, in communities trust and safety can be very complex. Feelings of trust and safety can be very personal and will vary within and between neighbourhoods. It is important to pay attention to people's perceptions of trust, what it means to them and how it can be enhanced.

Trust in neighbours tends to be closely related to the perception of the neighbourhood and it also reflects on levels of reciprocity.

### Change 2007-09

		Year		Change 2007-09	Trend
		2007	2009		
Generally speaking, would you say that most people can be trusted?	Most Can Be Trusted	31.1%	30.9%	-0.2%	
Generally speaking, how many people in your neighbourhood can be trusted?	Many	43.2%	41.2%	-2.0%	

Of the two questions within this subsection, 30.9% of respondents believed that most people could be trusted, while 41.2% believed that many of the people in their neighbourhood could be trusted. Neither of these two questions experienced significant change between 2007 and 2009.

### Split by Area Type

	Average	Deprived	Rural
Generally speaking, would you say that most people can be trusted?	↑		↓
Generally speaking, how many people in your neighbourhood can be trusted?			

The degree of trust shown by respondents is very area dependent, with Rural respondents demonstrating above average levels of trust and respondents of Deprived areas showing below average levels of trust.

Over time whether respondents believe that most people can be trusted has seen a downturn in Rural areas, whilst there has been an increase in Average areas.

## Reciprocity

The touchstone of social capital is the principle of reciprocity. There are two different forms. Specific reciprocity, as in, 'I'll do this for you if you do that for me' and generalised reciprocity, 'I'll do this for you without expecting anything specific back from you'. A person acts for the benefit of others at a personal cost, but in the general expectation that this kindness will be returned at some undefined time in the future in case of need. In a community where reciprocity is strong, people care for each other's interests. This concept links closely with trust and safety.

### Change 2007-09

		Year		Change 2007-09	Trend
		2007	2009		
How likely is it that you could get help from your neighbours when you need it?	Very Or Quite Likely	90.1%	87.4%	-2.6%	↓
Suppose you lost your purse/wallet in your neighbourhood. How likely is it that it would be returned to you with nothing missing?	Very Or Quite Likely	62.8%	58.1%	-4.7%	↓

87.4% of the people questioned believed that it was likely or quite likely that they could get help from their neighbours if they needed it. 58.1% of people believed that if they lost their wallet in the street, it was likely or quite likely that they would have it returned without anything missing.

Within this subsection, both questions experienced significant change between 2007 and 2009. The question relating to getting help from neighbours fell by 2.6% whilst the question related to losing your wallet in the street fell by 4.7%, although the latter may be a result of the current economic climate.

### Split by Area Type

	Average	Deprived	Rural
How likely is it that you could get help from your neighbours when you need it?	↓		↓
Suppose you lost your purse/wallet in your neighbourhood. How likely is it that it would be returned to you with nothing missing?	↓		↓

The perceived likelihood of being able to get help from a neighbour remains unaffected by the area in which the respondent lives. However, the perceived likelihood of lost items being returned intact is highly dependent upon the type of area in which respondents live with Rural respondents being more positive and Deprived respondents being less positive than average.

There has been an overall downturn in the perception of reciprocity in respondents overall which is largely due to the less positive views of both Average and Rural respondents.

## Investment

The development of social capital requires the active and willing engagement of people within a participative community. This is quite different from the receipt of services, or even from the right to the receipt of services, though these are unquestionably important. However the capacity and willingness to invest is closely related to the feeling of reciprocity, trust and neighbourliness and thus the contribution to community cohesion. However the lack of personal investment should not be interpreted as an individual's fault but should lead to questions about the relations within a neighbourhood – relations between people and public, private and voluntary organisations.

### Change 2007-09

		Year		Change 2007-09	Trend
		2007	2009		
In the last 12 months, how many times have you given unpaid help to friends, neighbours or anyone else except relatives?	Have Volunteered	77.1%	81.0%	3.9%	↑
In the last 12 months, how often have you given unpaid help to any groups, clubs or organisations (e.g. being a volunteer)?	Have Volunteered	44.9%	54.1%	9.2%	↑
How important is it to you that you contribute to your community in some way?	Important	87.7%	84.9%	-2.8%	↓

81% of respondents gave some kind of unpaid help to friends and neighbours within the 12 prior to the survey being conducted, while 54.1% had taken part in some kind of formal volunteering. Of the people surveyed, almost 85% believed that it was important to contribute to their community in some way.

Of the three questions within this subsection, two experienced significant positive change between 2007 and 2009 with the other experienced significant negative change. The number of people responding positively to the two questions on formal and informal volunteering increased by 3.9% and 9.2% respectively. In comparison, the question relating to the importance in contributing to the community fell by 2.8%.

## Split by Area Type

	Average	Deprived	Rural
In the last 12 months, how many times have you given unpaid help to friends, neighbours or anyone else except relatives?		↑	
In the last 12 months, how often have you given unpaid help to any groups, clubs or organisations (e.g. being a volunteer)?		↑	↑
How important is it to you that you contribute to your community in some way?	↓		↓

The likelihood of respondents to provide unpaid help to friends neighbours or any other non-relative and the importance that respondents attach to the need to contribute to their community remains unaffected by the area type in which the respondent lives. However, there remains an area based difference in the likelihood that respondents will provide unpaid help to clubs, groups or social groups, with respondents from Rural areas being more likely and respondents from Deprived areas being less likely than average.

Over time Deprived areas have tended to see a more positive shift in the likelihood to volunteer both formally and informally . In relation to the importance attached to making a contribution to the community attitudes of Deprived respondent have remained unchanged in context of a general downturn of likelihood in both Average and Rural areas.

## Proactivity & Participation

For the enhancement of social capital people need to have the opportunities to participate. Participation can happen on different levels and in different ways, from using facilities, deciding what to do at sessions, to active participation in local democracy. Quite often the enhancement of social capital stems from, and is a result of, people having the power and opportunities to participate in decision-making and take an active part in the shaping of their local community.

### Change 2007-09

	Year		Change 2007-09	Trend	
	2007	2009			
In the last 12 months, have you taken any of the following actions in an attempt to solve a problem facing people in your local area?	Contacted a local radio station, TV station or newspaper	8.4%	5.3%	-3.1%	↓
	Contacted the appropriate organisation to deal with the problem	27.0%	27.9%	0.9%	
	Contacted a local councillor or MP	16.5%	16.2%	-0.2%	
	Initiated local activities, a campaign or network	10.6%	5.8%	-4.9%	↓
	Attended a public meeting or neighbourhood forum to discuss	18.3%	19.7%	1.4%	
	Attended a tenants or local residents group	12.1%	10.7%	-1.3%	
	Attended a protest meeting or joined an action group	9.5%	7.7%	-1.9%	↓
	Helped organise a petition on a local issue	9.5%	5.2%	-4.3%	↓
	None of these	51.9%	39.4%	-12.5%	↓
	Thought about it but did not do anything	9.9%	8.8%	-1.0%	
	No local problems	14.8%	14.8%	0.0%	

In 2009, the most popular form of proactive behaviour for the people surveyed was to contact the appropriate organisation (27.9%), followed by attending a public meeting or neighbourhood forum (19.7%). In comparison, 39.4% of respondents did none of the things mentioned. 14.8% stated that there were no local problems, while 8.8% thought about it, but didn't take any kind of action.

Between 2007 and 2009, there was no significant positive change within the proactivity and participation subsection whilst a number of questions experienced a significant negative change. These were the number of people who in the past 12 months had contacted a local radio and TV station or newspaper (-3.1%), initiated local activities, campaign or network (-4.9%), attended a protest group (-1.9%) and helped organise a petition on a local issue (-4.3%). Interestingly, the number of people who did none of these fell by 12.5%, giving a mixed picture overall.

## Split by Area Type

In the last 12 months, have you taken any of the following?	Average	Deprived	Rural
Contacted a local radio station, TV station or newspaper	↓		↓
Contacted the appropriate organisation to deal with the problem		↑	
Contacted a local councillor or MP			
Initiated local activities, a campaign or network	↓	↓	↓
Attended a public meeting or neighbourhood forum to discuss			
Attended a tenants or local residents group			↓
Attended a protest meeting or joined an action group	↓		
Helped organise a petition on a local issue	↓		↓
None of these	↓	↓	↓
Thought about it but did not do anything			
No local problems			

Overall proactivity levels seem to be influenced by the area type in which the respondent lives. Respondents from Average areas are in general less likely and respondents from Rural areas are more likely to be proactive than average. Those respondents from Deprived areas are specifically more likely than average to contact an appropriate organisation to deal with a problem but are much less likely to attend public meeting or neighbourhood forum in order to discuss a problem.

In general the levels of proactivity in all area types are either unaffected or show a downward trend over time. The exception is the increased likelihood of Deprived respondents to contact the appropriate organisation to deal with a problem.

## Sense of Power

This is a crucial aspect of the social capital framework and it relates to how people feel about having control over their life chances. It explores people's own experience of their power. If people feel that they have personal and collective power they will have experienced that there are possibilities for development and change. Citizen power, means people being able to have their voices heard, and have a part in decisions that affect them. This also involves engaging in new forms of relationships, working with others with the recognition that people always have some degree of control over their own life situations and that of their community.

### Change 2007-09

		Year		Change 2007-09	Trend
		2007	2009		
You can influence decisions that affect your area on your own?	Definitely Or Tend To Agree	17.0%	20.7%	3.7%	↑
You can influence decisions that affect your area when working with others in the neighbourhood?	Definitely Or Tend To Agree	64.3%	64.1%	-0.2%	

In 2009, 20.7% of people thought that they could influence decisions in their local area on their own, whilst 64.1% of people believed that they could affect decisions as part of a group. Of these two questions, only one - relating to affecting decisions within the local area on your own- experienced a significant increase, with 3.7% more people believing they could. The remaining question - relating to affecting decisions within the local area as a group- experienced no significant change.

### Split by Area Type

	Average	Deprived	Rural
You can influence decisions that affect your area on your own?	↑		
You can influence decisions that affect your area when working with others in the neighbourhood?	↓	↑	

The perceived ability to influence decisions that affect your area on your own is unaffected by the area type in which the respondent lives. However, the perceived ability to influence decisions when working with others is strongly influenced by the area type in which the respondent lives, with Rural areas believing that they are more likely to influence and Average areas believing they are less likely to influence than average.

There is a strengthening over time in Deprived areas that they can influence decisions when working with others in the neighbourhood.



## Intervention

### The Purpose of Intervention

Following the first survey in 2006 each district was given a half-time post to work in the surveyed communities. They were employed and directed by the local Voluntary Action and coordinated countywide by the Lead Officer for Stronger Communities.

Their role was to make contact with voluntary and community sector groups within each community, Parish Councils and Local Authority staff working locally. From these relationships they worked to encourage networking, capacity building, volunteer recruitment, social activities and campaigning.

### Level of Intervention

In some areas it was not possible to get beyond the contact stage and when support was offered it was declined or there was sufficient capacity to take up the offer. These communities were categorised as “Low Intervention.” In other areas the collaboration did not create many contacts or initiatives. These were categorised as “Medium Intervention”. In the remaining areas the collaboration was very productive and Stronger Communities workers were able to get involved and give a lot of support. These were categorised as “High Intervention”.

**Table 6 - Social Capital Areas and levels of intervention**

High	Medium	Low
Sharnford	Whetstone	Wolds
Braunstone	Syston	Tilton on the Hill
Loughborough	Primethorpe	Twycross/ Witherley
Earl Shilton	Fleckney	Heather
Markfield	Bottesford	
Melton	Wymondham	
Oadby	Lockington & Hemington	
	Measham	
	Wigston	

### The impact of Intervention

Working predominately with voluntary and community groups it is predictable that their influence would grow, unless something happens to upset or divide the group. When they are successful at providing a service, organising an event or campaigning on an issue the group feels good, but the community itself also enjoys and feels part of the success. When something does not go well, or a campaign fails, the group feels the

disappointment, and so does the community.  
In the Social Capital survey was a question as follows:

To what extent do you agree or disagree that:

- a. You can influence decisions that affect your area on your own?
- b. You can influence decisions that affect your area when working with others in the neighbourhood?

In comparison with 2006 results, in 2009 eight areas showed significant increase in the response to question (b). They also showed increase in other key questions:

**Table 7 - Levels of intervention and higher responses to question (b)**

Area	Influence decisions working together	Sense of belonging to your neighbourhood	Good place to live?	People get on from different backgrounds	Formal Volunteering 2 hours a month
Wymondham	34.0	N/S	N/S	8.3	10.0
Loughborough Hastings	33.6	13.9	15.6	10.7	5.1
Earl Shilton	12.3	8.3	-10.6	-9.6	-5.8
Sharnford	11.4	N/S	10.0	6.6	7.1
Braunstone Town	11.7	N/S	14.8	N/S	9.3
Tilton on the Hill	9.9	N/S	2.9	N/S	7.5
Wigston	6.9	12.6	7.9	6.6	4.0
Markfield	6.8	3.2	13.3	N/S	4.3

N.B. Figures indicate change in percentage points. Areas shaded orange are areas of high intervention, yellow are of medium intervention and white are areas of low intervention. N/S means “no significant change”.

Two further areas have made significant improvements, without the figures for working together increasing significantly, but did show a large shift from “tend to agree” to “definite agree”.

**Table 8 - Levels of intervention and lower responses to question (b)**

Area	Influence decisions working together		Sense of belonging to your neighbourhood	Good place to live?	People get on from different backgrounds	Formal Volunteering 2 hours a month
	Def agree	Tend agree				
Melton	10.2	-10	9.2	10.1	N/S	12.1
Oadby	12.7	-11.6	4.8	N/S	16.3	N/S

## Area 'Stories'

In **Wymondham** they have a Civic Society, a May Festival, WASP (Wymondham and Area Sports and Social Partnership), Wymondham Players, regular "Centre Screen" and "Centre Stage" presentation (travelling cinema and theatre coordinated by the County Council) and the *Sir John Sedley* Educational Centre. There is a momentum already there and over the last three years younger people have got involved taking over some of the roles older people played in these organisations, bringing fresh ideas. However the village shop has closed and the pub is under threat.

In **Loughborough Hastings Ward**, the area involved, "Bell Foundry" is statistically the most deprived lower super output area in Leicestershire. A combination of activity from the Tenants Association, Community Association, Voluntary Action Charnwood and the Borough Council Neighbourhood Management Team has delivered a "community house" with local services and community spirit has increased through the activities of these organisations and proactive Policing and the opening of a Children's Centre. The Gardening Club in one area of flats should also get a mention as contributing to the sense of belonging, as well as the resident who tidies up the grass area in front of his block of flats.

In **Earl Shilton** a lot of activity had been generated about the "Community House". Originally this was a Council House turned over to community use, but it then moved to two converted ground floor flats. The Stronger Communities staff is based there, along with Police and Youth drugs and alcohol team. It is now also the base for a community radio station, broadcasting over the internet. The station was started and is run by young people.

The Stronger Communities Worker is also the Neighbourhood Manager and has been heavily involved in Neighbourhood Action Teams in three of Hinckley's Priority Neighbourhoods, as well as the Earl Shilton Town Centre partnership. One other initiative the project has supported is "Neighbourhood Watch Superstrength". Starting as a traditional Watch scheme, it is developing into a community support scheme, with participants keeping an eye out for vulnerable neighbours and general community issues.

The survey results were disappointing because although the "empowerment" and "sense of belonging" questions reflected the work that had been done, other results did not. Unfortunately just before the survey was undertaken some twenty cars in the area were badly scratched by vandals and a violent incident had taken place in one of the houses in the neighbourhood. It is felt this influenced many of the answers given to the survey.

In **Sharnford** the Traffic Action Group have run a very successful campaign around the issue of Lorries passing through the village. The community as a whole has achieved success in developing a community park called "Bluebell Green" that required active campaigning. Some feel locally that because there have been no significant housing developments in the village the traditional feel has been retained and the "everybody knows everyone" atmosphere works positively. The community newsletter helps keep all residents informed.

In **Tilton on the Hill**, although there was some activity from Voluntary Action South Leicestershire, the catalyst for the increased successful activity was a Parish Plan, supported by the Rural Community Council. The legacy from the plan was a very active group that achieved

much. The campaign to save the Post office did not succeed, but they achieved a replacement outreach service run in the Village Hall which offers a broader range of services than the original shop. New management at the village shop and village pub has also led to better services. The Parish Plan group also spawned the Tilton Green environmental campaigning organisation that has achieved recognition for its activities nationally. Integrating newcomers into the activities in the village has been a success and the Parish Council has welcomed and supported efforts by others and not felt threatened.

In **Melton Egerton** the activity of the residents action group (RAGE) has been key and with the support of the Stronger Communities worker a community centre was planned. Melton Borough Council then took the decision to base Children's Centres not at schools as has happened elsewhere in Leicestershire, but in Community Centres. These centres (there are three in the town) were recently inspected by Ofsted, who had to rethink the inspection routine as these integrated centres were unique. The outcome though was high praise for the way in which services were being delivered.

When RAGE holds its monthly residents' meetings, neighbourhood management, housing and environmental services staff from the Borough Council and the neighbourhood Police team attend and discuss issues with the residents and local Councillors. The centre in Egerton (the Cove) has become the focal point for activity, but the sense of identity, trust and community spirit is down to a real partnership. RAGE members value their organisation, but when asked give a lot of credit to the Borough Council. "They are very open and they listen to us now, they didn't use to" said one local resident.

In **Oadby** the centre of activity was around Iliffe Park, neglected and run-down for many years, bordered partly by housing, partly by an Industrial Estate. The Stronger Communities worker saw this as an issue many in the community were concerned about and after a few enquiries found that a number of residents wanted to do something about it. The Friends of Iliffe Park was formed and began the campaigning and fund-raising necessary to bring the park into action. The Borough Council had wanted to do something, but it was not a priority and they were considering alternative uses for the site. "The Action Group changed our minds" said a local Councillor.

A Fun day was held on the park and local residents and Primary School ran activities; the Church that meets in the school and the local Sikh Temple provided food. The Neighbourhood Police attended and people met each other.

Money has been raised and the Borough Council is committed. "Now" said one local resident, "there are other issues to be tackled."

## Policy Recommendations

- Recognise that all the elements of Social capital are integrated. To support local community groups is to increase volunteering is to increase a sense of belonging is to increase trust is to increase community cohesion;
- Continue to invest in intervention mechanisms that build the capacity of local community groups, via Voluntary and Community Sector Infrastructure and Community Development agencies;
- Listen to local groups;
- Recognise that what is stated in the Stronger Communities Strategy is true –

**Community Empowerment: A community taking responsibility and decisions for itself.**



# Appendix I - Social Capital Survey 2009

Page I

1   2   3   4   5   6   7   8   9   10   11   12   13   14   15   16   17   18   19   20

**Survey Area Code - IMPORTANT - Please remember to complete this for every questionnaire.**

**1 How long have you been living in this area? PLEASE TICK ONE BOX ONLY**

Less than 1 year	1-2 years	3-5 years	6-10 years	11-20 years	21+ years	Don't know/Cant remember
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**2 How strongly do you feel you belong to each of the following? PLEASE TICK ONE BOX FOR EACH ISSUE**

	Very Strongly	Fairly Strongly	Not Very Strongly	Not at all Strongly	Don't Know
a) Your neighbourhood.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) This Local Authority District <Questioner to insert name> ....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) Leicestershire.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) England.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e) Great Britain.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f) Other place outside GB.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**3 How much do you agree or disagree with each of the following statements about your local neighbourhood? PLEASE TICK ONE BOX FOR EACH ISSUE**

	Strongly Agree 1	Agree 2	Neither 3	Disagree 4	Strongly Disagree 5	Don't Know
a) This neighbourhood is a close, tight knit community.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) This neighbourhood is a friendly place to live.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) This neighbourhood is a place where people look after each other.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) Most people who live in this neighbourhood trust one another.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e) You often see strangers in this area.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f) I would be happy asking certain local people to keep an eye on my house and property.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g) The people who live in my neighbourhood can be relied upon to call police if someone is acting suspiciously.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**4 So overall, what do you currently think of your neighbourhood as a place to live? PLEASE TICK ONE BOX ONLY**

Very good 1	Good 2	Ok 3	Bad 4	Very Bad 5
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**5 "Your neighbourhood is a place where people from different backgrounds get on well together". To what extent do you agree or disagree with that statement? PLEASE TICK ONE BOX ONLY**

Definitely Agree 1	Tend to Agree 2	Neither 3	Tend to Disagree 4	Definitely Disagree 5	Don't Know	Too few people in local area	All same backgrounds
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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**6 Do you use the internet to:** PLEASE TICK ALL THAT APPLY

Access local information	Access local news	Keep in touch with people (via email, social networking sites, MSN etc.)	Don't use
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**7 Generally speaking, would you say that...** PLEASE TICK ONE BOX ONLY

...most people can be trusted?.....

...some people can be trusted?.....

...you can't be too careful in dealing with people?.....

...don't know.....

**8 Generally speaking, how many people in your neighbourhood can be trusted?**  
PLEASE TICK ONE BOX ONLY

Many	Some	A few	None
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**9 How likely is it that you could get help from your neighbours when you need it?**  
PLEASE TICK ONE BOX ONLY

Very likely	Quite likely	Not very likely	Not at all likely	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**10 Suppose you lost your purse/wallet containing your address details and it was found in the street by someone living in your neighbourhood. How likely is it that it would be returned to you with nothing missing?** PLEASE TICK ONE BOX ONLY

Very likely	Quite likely	Not very likely	Not at all likely	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**11 In the last 12 months, how many times have you given unpaid help to friends, neighbours or anyone else except relatives? For example, baby sitting, sitting in or providing personal care, looking after property or pets, giving advice, providing transport.** PLEASE TICK ONE BOX ONLY

At least once a week	At least once a month	At least once every three months	Less often	Never
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**12 In the last 12 months, how often have you given unpaid help to any groups, clubs or organisations (e.g. being a volunteer)?** PLEASE TICK ONE BOX ONLY

2 hours or more a week	At least once a month	At least once every three months	Less often	Never
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**13 How important is it to you that you contribute to your community in some way?**  
PLEASE TICK ONE BOX ONLY

Very important	Sometimes important	Not at all important
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**14 Are you part of, or volunteer for, a local community group?** PLEASE TICK ONE BOX ONLY

Yes	No
<input type="checkbox"/>	<input type="checkbox"/>



**15** If answered 'Yes', has being a volunteer or part of a group helped you in any of the following ways?  
PLEASE TICK ALL THAT APPLY

- Gaining confidence .....
- Relieving pressure or stress.....
- Introducing you to other people in your neighbourhood or community.....
- Getting involved in your neighbourhood.....
- Supporting your family (i.e. childcare support, educational support.....
- Giving you a letter of recommendation or reference .....

**16** In the last 12 months, have you taken any of the following actions in an attempt to solve a problem facing people in your local area? PLEASE TICK ALL THAT APPLY

- Contacted a local radio station, TV station or newspaper.....
- Contacted the appropriate organisation to deal with the problem, such as the council, PCT, police etc.....
- Contacted a local councillor or MP.....
- Initiated local activities, a campaign or network.....
- Attended a public meeting or neighbourhood forum to discuss local issues.....
- Attended a tenants or local residents group.....
- Attended a protest meeting or joined an action group.....
- Helped organise a petition on a local issue.....
- None of these.....
- Thought about it but did not do anything.....
- No local problems.....

**17** To what extent do you agree or disagree that...  
PLEASE TICK ONE BOX ONLY

	Definitely Agree 1	Tend to Agree 2	Neither 3	Tend to Disagree 4	Definitely Disagree 5	Don't Know
a) You can influence decisions that affect your area on your own? .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) You can influence decisions that affect your area when working with others in the neighbourhood? .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**18** Is the current economic climate having an effect on your neighbourhood?  
PLEASE TICK ONE BOX ONLY

	Definitely Agree	Tend to Agree	Neither Agree nor Disagree	Tend to Disagree	Definitely Disagree	Don't Know
Positive Effect.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Negative Effect.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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**19 Generally speaking, as a result of the current economic climate, over the last 12 months, have you...**  
PLEASE TICK ONE BOX ONLY

	Definitely Agree	Tend to Agree	Neither Agree nor Disagree	Tend to Disagree	Definitely Disagree	Don't Know
a) Spent more time with family and friends .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Spent more time socialising at home .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) Spent less time in pubs, restaurants, at the cinema etc.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) Spent less money in general.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e) Other (please tick and specify below) .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other (please specify)

**20 What is your gender?**

Male  Female



**21 Do you consider yourself to have a disability?**

Yes  No

**22 What is your ethnic group?**

PLEASE CHOOSE ONE SECTION FROM a) TO e) AND THEN TICK ONE BOX ONLY

**a) White**

British .....   
Irish .....   
Any other White background .....

**b) Mixed**

White and Black Caribbean .....   
White and Black African .....   
White and Asian .....   
Any other Mixed background .....

**c) Asian or Asian British**

Indian .....   
Pakistani .....   
Bangladeshi .....   
Any other Asian background .....

**d) Black or Black British**

Caribbean .....   
African .....   
Any other African background .....

**e) Chinese**

Chinese .....   
Other ethnic group .....

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23 How old are you?

18-24	25-29	30-44	45-59	60-74	75+
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

24 Which of these activities best describes what you are doing at present? PLEASE TICK ONE BOX ONLY

Employee in full time job (30+ hours per week).....	<input type="checkbox"/>
Employee in part time job (under 30 hours per week) .....	<input type="checkbox"/>
Self employed (part-time or full-time) .....	<input type="checkbox"/>
On a government supported programme, eg Modern Apprenticeship.....	<input type="checkbox"/>
Full time education at School, college or university.....	<input type="checkbox"/>
Unemployed but available for work .....	<input type="checkbox"/>
Permanently sick or disabled .....	<input type="checkbox"/>
Wholly retired from work .....	<input type="checkbox"/>
Looking after the home .....	<input type="checkbox"/>
Other.....	<input type="checkbox"/>

**Thank You**

\*Should you supply any personal data on the contact details form, that information will be held on computer and will be used in accordance with the Data Protection Act 1998 for statistical analysis, management, planning and in the provision of services by the County Council and its partners. The information will be held in accordance with the Council's records management and retention policy. The Questionnaire will not carry any information linking it in any way with the contact details form, thus ensuring the information you provide will remain anonymised. Information contained in the questionnaire may be subject to release to others in accordance with the Freedom of Information Act 2000. Certain exemptions from release do exist including where the information provided is protected by the Data Protection Act 1998

## Appendix 2 - Full Results

### Understanding the Charts

The key for understanding these summary charts is shown below. Where the result is lower than the average result for all areas (though not necessarily worse), this is indicated by an empty circle. Where the result is higher (though not necessarily better) it is indicated by a solid dot. Where there is no dot this indicates that for this measure the result did not differ significantly from the mean (average).

The arrow beside the dots indicates a trend over time between the two surveys. A down arrow indicates a negative trend over time, while an up arrow indicates a positive trend over time. While there may be no change in terms of the relation to the average within each area or intervention type, there may still be a trend due to changes in other areas or intervention types.

The key to the charts can be found at the foot of the page.

### Sense of Belonging

#### Split by Area Type

How strongly do you feel you belong to each of the following?	Average			Deprived			Rural		
	2007	2009	Trend	2007	2009	Trend	2007	2009	Trend
Your Neighbourhood				○		↑	●	●	
Your Local Authority									
Leicestershire					●			○	↓
England									
Great Britain			↓						
Other Place Outside GB									

#### Split by Intervention

How strongly do you feel you belong to each of the following?	High			Medium			Low		
	2007	2009	Trend	2007	2009	Trend	2007	2009	Trend
Your Neighbourhood									
Your Local Authority									
Leicestershire						↓			↑
England						↓			
Great Britain			↓			↓			
Other Place Outside GB									↓

Significantly higher than the average ● Significantly lower than the average ○ Positive trend ↑ Negative trend ↓

## Perception of the Neighbourhood

### Split by Area Type

	Average			Deprived			Rural		
	2007	2009	Trend	2007	2009	Trend	2007	2009	Trend
Your neighbourhood is a close, tight knit community.				○	○		●	●	
Your neighbourhood is a friendly place	○			○	○		●	●	
Your neighbourhood is a place where people look after each other				○	○		●	●	↑
Most people in this neighbourhood trust one another				○	○		●	●	
You often see strangers in this area. How much do you agree with this?				●	●		○	○	
I would be happy asking certain local people to keep an eye on my house and property. How much do you agree with this?			↓	○		↑	●	●	↑
The people who live in my neighbourhood can be relied upon to call police if someone is acting suspiciously. How much do you agree with this?				○	○		●	●	
So overall, what do you currently think of your neighbourhood as a place to live?				○	○		●	●	

### Split by Intervention

	High			Medium			Low		
	2007	2009	Trend	2007	2009	Trend	2007	2009	Trend
Your neighbourhood is a close, tight knit community.									
Your neighbourhood is a friendly place									
Your neighbourhood is a place where people look after each other			↑						
Most people in this neighbourhood trust one another									
You often see strangers in this area. How much do you agree with this?						↑			↓
I would be happy asking certain local people to keep an eye on my house and property. How much do you agree with this?			↑			↓			
The people who live in my neighbourhood can be relied upon to call police if someone is acting suspiciously. How much do you agree with this?						↓			
So overall, what do you currently think of your neighbourhood as a place to live?						↓			↓

Significantly higher than the average ● Significantly lower than the average ○ Positive trend ↑ Negative trend ↓

## Perception of Diversity

### Split by Area Type

	Average			Deprived			Rural		
	2007	2009	Trend	2007	2009	Trend	2007	2009	Trend
"Your neighbourhood is a place where people from different backgrounds get on well together". To what extent do you agree or disagree with that statement?				○	○		●	●	↓

### Split by Intervention

	High			Medium			Low		
	2007	2009	Trend	2007	2009	Trend	2007	2009	Trend
"Your neighbourhood is a place where people from different backgrounds get on well together". To what extent do you agree or disagree with that statement?									

## Trust

### Split by Area Type

	Average			Deprived			Rural		
	2007	2009	Trend	2007	2009	Trend	2007	2009	Trend
Generally speaking, would you say that most people can be trusted?	○		↑	○	○		●	●	↓
Generally speaking, how many people in your neighbourhood can be trusted?				○	○		●	●	

### Split by Intervention

	High			Medium			Low		
	2007	2009	Trend	2007	2009	Trend	2007	2009	Trend
Generally speaking, would you say that most people can be trusted?							●		↓
Generally speaking, how many people in your neighbourhood can be trusted?						↓	●		

Significantly higher than the average ● Significantly lower than the average ○ Positive trend ↑ Negative trend ↓

## Reciprocity

### Split by Area Type

	Average			Deprived			Rural		
	2007	2009	Trend	2007	2009	Trend	2007	2009	Trend
How likely is it that you could get help from your neighbours when you need it?			↓	○					↓
Suppose you lost your purse/wallet in your neighbourhood. How likely is it that it would be returned to you with nothing missing?	●		↓	○	○		●	●	↓

### Split by Intervention

	High			Medium			Low		
	2007	2009	Trend	2007	2009	Trend	2007	2009	Trend
How likely is it that you could get help from your neighbours when you need it?			↓			↓			
Suppose you lost your purse/wallet in your neighbourhood. How likely is it that it would be returned to you with nothing missing?				●	○	↓			↓

## Investment

### Split by Area Type

	Average			Deprived			Rural		
	2007	2009	Trend	2007	2009	Trend	2007	2009	Trend
In the last 12 months, how many times have you given unpaid help to friends, neighbours or anyone else except relatives?				○		↑	●		
In the last 12 months, how often have you given unpaid help to any groups, clubs or organisations (e.g. being a volunteer)?				○	○	↑	●	●	↑
How important is it to you that you contribute to your community in some way?			↓	○					↓

### Split by Intervention

	High			Medium			Low		
	2007	2009	Trend	2007	2009	Trend	2007	2009	Trend
In the last 12 months, how many times have you given unpaid help to friends, neighbours or anyone else except relatives?						↑			
In the last 12 months, how often have you given unpaid help to any groups, clubs or organisations (e.g. being a volunteer)?			↑	○		↑			↑
How important is it to you that you contribute to your community in some way?						↑			

Significantly higher than the average ● Significantly lower than the average ○ Positive trend ↑ Negative trend ↓

## Proactivity/Participation

### Split by Area Type

In the last 12 months, have you taken any of the following?	Average			Deprived			Rural		
	2007	2009	Trend	2007	2009	Trend	2007	2009	Trend
Contacted a local radio station, TV station or newspaper			↓	○					↓
Contacted the appropriate organisation to deal with the problem		○			●	↑			
Contacted a local councillor or MP				○			●	●	
Initiated local activities, a campaign or network		○	↓	○		↓	●	●	↓
Attended a public meeting or neighbourhood forum to discuss	○	○		○	○		●	●	
Attended a tenants or local residents group		○					●		↓
Attended a protest meeting or joined an action group		○	↓	○			●	●	
Helped organise a petition on a local issue		○	↓				●		↓
None of these			↓			↓			↓
Thought about it but did not do anything				●	●		○	○	
No local problems	●	●							

### Split by Intervention

In the last 12 months, have you taken any of the following?	High			Medium			Low		
	2007	2009	Trend	2007	2009	Trend	2007	2009	Trend
Contacted a local radio station, TV station or newspaper				●	○	↓	●		
Contacted the appropriate organisation to deal with the problem	○	●	↑						
Contacted a local councillor or MP									
Initiated local activities, a campaign or network				●	○	↓	●	○	↓
Attended a public meeting or neighbourhood forum to discuss									
Attended a tenants or local residents group			↑			↓	●		↓
Attended a protest meeting or joined an action group				●	○	↓			
Helped organise a petition on a local issue				●	○	↓	●	○	↓
None of these	●	○	↓	●	○	↓	●	○	↓
Thought about it but did not do anything									
No local problems									

Significantly higher than the average ● Significantly lower than the average ○ Positive trend ↑ Negative trend ↓



## Sense of Power

### Split by Area Type

	Average			Deprived			Rural		
	2007	2009	Trend	2007	2009	Trend	2007	2009	Trend
You can influence decisions that affect your area on your own?			↑						
You can influence decisions that affect your area when working with others in the neighbourhood?		○	↓	○		↑	●	●	

### Split by Intervention

	High			Medium			Low		
	2007	2009	Trend	2007	2009	Trend	2007	2009	Trend
You can influence decisions that affect your area on your own?		●	↑			↑			
You can influence decisions that affect your area when working with others in the neighbourhood?			↑			↓			

Significantly higher than the average ● Significantly lower than the average ○ Positive trend ↑ Negative trend ↓

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જો આપ આ માહિતી આપની ભાષામાં સમજવામાં થોડી મદદ  
ઈચ્છતાં હો તો **0116 305 6803** નંબર પર ફોન કરશો અને  
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